

**DEPARTMENT OF LABOR  
EMPLOYMENT OPPORTUNITY  
INFORMATION TECHNOLOGY ANALYST 2 (EU 28)  
Helpdesk/Desktop Support**

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Open To:** The Public  
**Location:** Central Office, 200 Folly Brook Blvd., Wethersfield, CT 06109  
**Hours:** 8:30 a.m. to 4:00 p.m. (35 hours per week)  
**Salary:** \$68,584 approximate annual salary and full benefits package\*  
**Closing Date:** November 3, 2011  
**Job Posting No:** 359

**Eligibility Requirement:** **Candidates must have applied for and passed the Information Technology Analyst 2 exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.**

**Examples of Duties:** Performs advanced technical support, on-site analysis, diagnosis, and resolution of desktop problems for end-users, and recommends and implements corrective solutions, including off-site repair for remote users as needed. Installs, configures, test, maintains, monitors, and troubleshoots end-user workstations and related hardware devices, drivers and software; serves as remote desktop specialist responsible for deployment, imaging, application certification using remote tools; responsible for developing and administering Remote Access Desktop Solutions; responsible for technology related desktop/remote tools training and knowledge transfer including: customer refresh of applications, Operating Systems, and devices related to the desktop environment. Documents daily tasks in time tracking system and documents trouble-shooting procedures, current status and resolutions to be used by fellow technicians and Helpdesk; communicates escalated issues to management and other support teams and documents progress. Participates in the maintenance and desktop optimization of client computer builds using industry standard processes that improve availability, performance, security, and capabilities of the client computing environment; Configures end-user systems by using remote connectivity tools, IE and remote connections, including installation of CPU's, I/O, and NIC cards, hard disk cables, printers, RAM memory chips, modems, CD-ROM's, etc.; Collaborates with Network and System Administrators to ensure efficient operations of the desktop computing environment. Provides 2nd and 3rd level triage support; Assists with inventory maintenance of desktop computing devices and documents instances of desktop equipment or component failure, repair, installation and removal; Participates or lead special projects such as desktop, mobile or software refreshes of LPL technology. Performs related duties as required.

**Preferred Skills and Abilities:** Strong analytical and communication skills; A+ certification is desirable. ITIL Foundation certification preferred; 5+ years of IT/Desktop Support working in a large corporate environment; Ability to utilize computer operating systems utilities; Expert knowledge of Windows XP/ 7 Operating systems; Advanced knowledge of Desktop security principals and best practices.; Should be PC literate and be able to support Microsoft Office products (Access, Word, Excel, Power Point, etc); Ability to document work in progress. Strong troubleshooting skills; customer service, communication, and organizational skills. Ability to identify trends in the environment using external or internal means to meet customer demand; Ability to train other departments in technical support techniques; Strong ability to build relationships with peers, management and staff; Ability to proactively analyze and solve problems.

\*Applicants who are not currently a state employee must start at the minimum salary.

*The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.*

**Application Instructions:**

Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume and an Application for Examination or Employment (CT-HR-12). In addition, if you are a non-agency applicant you will need to complete and sign the Addendum to the Application for Examination or Employment (CT-HR-13). Current state employees are required to submit their last two service ratings. The CT-HR-12 and CT-HR-13 can be downloaded from the DAS website at <http://www.das.state.ct.us/cr1.aspx?page=13>. Reference Job Posting No. 359 on the job application (CT-HR-12) Application packages will not be considered without these documents. Submit via mail to:

**Department of Labor  
Human Resources Office  
200 Folly Brook Boulevard  
Wethersfield, CT 06109  
FAX (860) 263-6699**

If you are faxing your application, please do not mail an original copy. **Due to the large number of expected applicants we cannot confirm receipt of application materials.** Please do not call concerning your application.

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.